

[illegible]

Handwritten	BRS	S#	Description	System	Date/Time
Search	BRS	S1	86 mcsherry.in. SCANNED	US-PGPUB; USPAT	10/28/2004 8:01
-	BRS	S2	1176 help adj desk	US-PGPUB; USPAT	10/26/2004 11:32
-	BRS	S5	971 knowledge adj management	US-PGPUB; USPAT	10/26/2004 11:33
Read	BRS	S7	3786 call adj center	US-PGPUB; USPAT	10/26/2004 11:33
Read	BRS	S9	1 (hr (human adj resource)) adj (online internet)	US-PGPUB; USPAT	10/26/2004 11:36
Read	BRS	S10	17 (law legal) adj (online internet)	US-PGPUB; USPAT	10/26/2004 11:38
Search	BRS	S11	62 pre adj paid adj services	US-PGPUB; USPAT	10/26/2004 11:38
-	BRS	S4	152 S2 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 13:30
-	BRS	S12	971 knowledge adj management	US-PGPUB; USPAT	10/26/2004 13:25
Scan	BRS	S13	71 S12 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 13:25
-	BRS	S14	3786 call adj center	US-PGPUB; USPAT	10/26/2004 13:30
-	BRS	S15	493 S14 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 13:30
-	BRS	S16	0 S13 and S15	US-PGPUB; USPAT	10/26/2004 13:53
	BRS	S17	professional same service same provider same 166 network	US-PGPUB; USPAT	10/26/2004 13:53
Read	BRS	S18	("5664115" "5878416" "5940812" "5974406" "6061681" "6216132" "6272467" 8 "6311178").PN.	US-PGPUB; USPAT; USOCR	10/26/2004 13:57
-	BRS	S19	business same service same provider same		
Scan	BRS	S20	4151 (marketplace network internet)	US-PGPUB; USPAT	10/26/2004 14:10
Read	BRS	S21	220 S19 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 14:10
Read	BRS	S22	("5230052" "5245615" "5390324" 6 "5444850" "5455933" "5596711").PN.	US-PGPUB; USPAT; USOCR	10/26/2004 14:16
Read	BRS	S23	3 help adj ticket	US-PGPUB; USPAT; USOCR	10/26/2004 14:16
Read	BRS	S24	("5742762" "5908469" "5968116" "5996010" "5999179" "6006333" "6044465"		
Scan	BRS	S25	9 "6088515" "6145001").PN.	US-PGPUB; USPAT; USOCR	10/26/2004 14:18
	BRS	S26	8 remedy.as.	US-PGPUB; USPAT; USOCR	10/26/2004 14:19
	BRS	S27	0 ehelptdesk	US-PGPUB; USPAT; USOCR	10/26/2004 14:19
	BRS	S28	0 e adj help adj desk	US-PGPUB; USPAT; USOCR	10/26/2004 14:20
	BRS	S29	0 e adj Human adj Resources	US-PGPUB; USPAT; USOCR	10/26/2004 14:21
Read	BRS	S30	0 administaff.as.	US-PGPUB; USPAT; USOCR	10/26/2004 14:21
Read	BRS	S31	4 human adj resources adj outsourc\$6	US-PGPUB; USPAT; USOCR	10/26/2004 14:22
Scan	BRS	S32	1 ("58983369" "5806043").pn.	US-PGPUB; USPAT	10/26/2004 14:53
	BRS	S33	2 ("5983369" "5806043").pn.	US-PGPUB; USPAT	10/26/2004 15:05
	BRS	S34	899 decision adj support adj system	US-PGPUB; USPAT	10/26/2004 15:05
	BRS	S35	251 S32 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 15:05
Read	BRS	S36	3786 call adj center	US-PGPUB; USPAT	10/26/2004 15:18
	BRS	S37	493 S34 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 15:18
	BRS	S38	("5455903" "5463682" "5621789" 6 "5754636" "5898772" "5923737").PN.	US-PGPUB; USPAT; USOCR	10/26/2004 16:08
	BRS	S39	958 customer adj relationship adj manage\$6	US-PGPUB; USPAT; USOCR	10/26/2004 16:08
Scan	BRS	S40	3 S37 and @py<="2000"	US-PGPUB; USPAT; USOCR	10/26/2004 16:09
	BRS	S41	246 S37 and @py<="2002"	US-PGPUB; USPAT; USOCR	10/26/2004 16:09
	BRS	S42	25 S37 and @py<="2001"	US-PGPUB; USPAT; USOCR	10/26/2004 16:10
	BRS	S43	46 siebel.as.	US-PGPUB; USPAT; USOCR	10/26/2004 16:10
	BRS	S44	145 sales adj force adj automation	US-PGPUB; USPAT	10/28/2004 8:01
	BRS	S45	("4359631" "4553206" "4670798" "4706212" "4775935" "4863384" "4899292" "4899299" "4905094" "4992939" "4992940" "5053956" "5056029" "5072536" "5099422" "5117354" "5212634" 18 "5241464").PN.	US-PGPUB; USPAT; USOCR	10/28/2004 8:07
	BRS	S46	32 referral adj network	US-PGPUB; USPAT; USOCR	10/28/2004 8:07
	BRS	S47	0 ("2002/0111856").URPN.	USPAT	10/28/2004 8:17
	BRS	S48	3 ("5832497" "5963951" "6108493").PN.	US-PGPUB; USPAT; USOCR	10/28/2004 8:17
	BRS	S49	1 ("6457005").URPN.	USPAT	10/28/2004 8:17
	BRS	S50	("5214745" "5515477" "5930764" 4 "5970064").PN.	US-PGPUB; USPAT; USOCR	10/28/2004 8:18
	BRS	S51	14 ("6236977").URPN.	USPAT	10/28/2004 8:18
	BRS	S52	34 #####	US-PGPUB; USPAT; USOCR	10/28/2004 8:19

File 148:Gale Group Trade & Industry DB 1976-2004/Oct 15
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File 16:Gale Group PROMT(R) 1990-2004/Oct 27
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File 636:Gale Group Newsletter DB(TM) 1987-2004/Oct 27
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DIALOG
10/27/04

?
S8 74918 CALL(W)CENTER
S11 36919 KNOWLEDG? (W) MANAG?
S12 44409 HELP (W) DESK
S13 182 S10 AND S11 AND S12

Set	Items	Description
S1	1914	HELPLINE
S2	1808	RD (unique items)
S3	1162	S2 NOT PY=>2001
S4	71980	3 AND DATABASE
S5	142	S3 AND DATABASE
S6	9	S5 AND (HELP(W)DESK OR CALL(W)CENTER)

File 13:BAMP 2004/Oct W3
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File 15:ABI/Inform(R) 1971-2004/Oct 27
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File 22:Employee Benefits 1986-2004/Nov
(c) 2004 Int.Fdn.of Empl.Ben.Plans
File 49:PAIS Int. 1976-2004/Sep
(c) 2004 Public Affairs Information Service
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